FINAL

REVISED COMMUNITY INVOLVEMENT PLAN
FOR
HARTFORD AREA HYDROCARBON PLUME SITE
HARTFORD, ILLINOIS

Prepared for:

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
Superfund Division
Region V
77 W. Jackson Boulevard
Chicago, IL 60604

Prepared by:

WESTON SOLUTIONS, INC.
20 N. Wacker, Suite 1210
Chicago, IL 60606

Date Prepared	June 6, 2008
Technical Direction Document Number	S05-0004-0609-015
Document Control Number	15-2B-ACEG
Contract Number	EP-S5-06-04
START Project Lead	Kelly Dougherty
Telephone Number	312.424.3317
U.S. EPA Community involvement Coordinator	Mike Joyce

FINAL

REVISED COMMUNITY INVOLVEMENT PLAN
HARTFORD AREA HYDROCARBON PLUME SITE
HARTFORD, ILLINOIS
JUNE 2008

CONTRACT NUMBER: EP-S5-06-04
WORK ASSIGNMENT NUMBER: S05-0004-0609-015

TABLE OF CONTENTS

LIST OF APPENDICES

LIST OF FIGURES

1. OVERVIEW OF THE COMMUNITY INVOLVEMENT PLAN

The United States Environmental Protection Agency developed this *Revised* ***Community Involvement Plan*** in preparation for community involvement activities to be conducted during the remaining phases of the cleanup at the Hartford Area Hydrocarbon Plume site in Hartford, Illinois. This document provides information about current community concerns and presents a plan to enhance communication between local residents and EPA as the cleanup at the site progresses.

(Words appearing in **bold** are defined in Appendix A.)

The initial community involvement plan developed in March 2004 noted that the primary concerns expressed by those interviewed included: health; safety and inconvenience; frustration; property values; air contamination; fear of the contamination moving south; potential affect on the public water supply; lack of peace of mind; stigma; soil contamination; potential contamination of the river; sewers being a potential pathway for vapors; and the loss of jobs.

The objective of community involvement is to involve the public in activities and decisions related to the investigation and cleanup of hazardous waste sites. The community involvement program promotes two-way communication between members of the public and EPA. EPA has learned that its decision-making ability is enhanced by actively soliciting comments and information from the public. Public input can be useful in two ways:

- Communities provide valuable information on local history, citizen involvement and site conditions.
- By expressing its concerns, the community assists EPA in developing a response that more effectively addresses the community's needs.

The information in this plan is based primarily on interviews with local officials and residents conducted during a community assessment, performed by EPA from Nov. 13 to 16, 2007.

1.1 A BRIEF EXPLANATION OF EPA'S EMERGENCY RESPONSE AND REMOVAL PROGRAM

Staff from EPA's Emergency Response and Removal Program will oversee the activities at the Hartford Area Hydrocarbon Plume site. The goal of EPA's Emergency Response and Removal Program is to protect the public and the environment from immediate threats posed by the release or discharge of hazardous substances and oil. In addition to

performing emergency response and removal actions at various sites, EPA conducts long-term cleanup actions at hundreds of seriously contaminated hazardous substance sites. These cases can take several years to fully study the problem, develop the best remedy, and clean up the contamination. EPA does not ignore the possibility, however, that immediate threats to the environment or to people who live or work near such sites may need to be dealt with before the long-term action is complete. At this site, EPA will undertake both emergency response as well as long-term actions.

1.2 A BRIEF EXPLANATION OF RELEVANT FEDERAL LAWS

1.2.1 National Oil and Hazardous Substances Pollution Contingency Plan

The National Oil and Hazardous Substances Pollution Contingency Plan, more commonly called the National Contingency Plan or NCP, is the federal government's blueprint for responding to both oil spills and hazardous substance releases. The National Contingency Plan was developed and published in 1968 in response to a massive oil spill from the oil tanker *Torrey Canyon* off the coast of England the year before. To avoid problems faced by response officials involved in this incident, U.S. officials developed a coordinated approach to cope with potential spills in U.S. waters. The 1968 plan provided the first comprehensive system of accident reporting, spill containment and cleanup, and established a response headquarters, a national reaction team and regional reaction teams.

Congress has broadened the scope of the National Contingency Plan over the years. As required by the Clean Water Act of 1972, the NCP was revised the following year to include a framework for responding to hazardous substance spills as well as oil discharges. Following the passage of the Superfund law in 1980, the National Contingency Plan was broadened to cover releases at hazardous waste sites requiring emergency removal actions. Over the years, additional revisions have been made to the National Contingency Plan to keep pace with additional legislation. The latest revisions to the National Contingency Plan were finalized in 1994 to reflect the oil spill provisions of the Oil Pollution Act of 1990.

It is in accordance with the National Contingency Plan that EPA is required to conduct community interviews and develop a community involvement plan. It is in accordance with the Resource Conservation and Recovery Act, National Oil Pollution Act of 1990 and the Clean Water Act of 1972 that EPA is requiring the companies considered potentially responsible for the contamination at this site to clean it up and ensure that the contamination does not pose a substantial threat to people and/or the environment.

1.2.2 Resource Conservation and Recovery Act

The Resource Conservation and Recovery Act was enacted in 1976 to address the nation's huge volumes of municipal and industrial solid waste being generated. RCRA provides EPA with broad and effective enforcement tools that can be used to address conditions that may pose an imminent and substantial threat to human health or the environment. It allows EPA to address situations where the handling, storage, treatment, transportation or disposal of any solid or hazardous waste may present such a danger. In these situations, EPA can take legal action against any person who has contributed, or is contributing to, such handling, storage, treatment, transportation or disposal to require the person to stop those activities or to take any necessary action.

1.2.3 Clean Water Act

The Clean Water Act of 1972 is the main federal law protecting navigable waters and adjoining shorelines from pollution. Since its enactment, the Clean Water Act has provided the foundation for regulations detailing specific requirements for pollution prevention and response measures. Section 311 of the Clean Water Act addresses pollution from oil and hazardous substance releases, providing EPA and the U.S. Coast Guard with the authority to establish a program for preventing, preparing for, and responding to oil spills that occur in navigable waters of the United States. EPA implements provisions of the Clean Water Act through a variety of regulations, including the National Contingency Plan and the Oil Pollution Prevention regulations.

1.2.4 National Oil Pollution Act

The National Oil Pollution Act was signed into law in August 1990 and improved the nation's ability to prevent and respond to oil spills by establishing provisions that expand the federal government's ability, and provide the money and resources necessary, to respond to oil spills. The Oil Pollution Act provided new requirements for contingency planning by both government and industry. It also increased the penalties for regulatory noncompliance, broadened the response and enforcement authorities of the federal government, and preserved state authority to establish laws governing oil spill prevention and response.

2. SITE BACKGROUND

2.1 SITE DESCRIPTION

The village of Hartford is in western Madison County, Illinois, in a floodplain known as the American Bottoms. The town is between the Mississippi River levy and several oil refineries and other oil storage and processing facilities. Hartford has a population of about 1,550 persons and much of the residential population is near these refineries and facilities. According to the 2000 census, there are 650 occupied homes in Hartford. Petroleum products have been manufactured in the area during most of the last century, and Hartford residents have been exposed to petroleum products through the years from reported air emissions, spills, and pipeline breaks. Also, chemicals known as **volatile organic compounds**, or VOCs, have been found in soil and a layer of petroleum products (estimated to be millions of gallons) currently floats on ground water under Hartford. The water table varies, but the depth to ground water is about 10 feet below the surface. The layer of petroleum products is presumed to have leaked from pipelines (from several companies) underneath Hartford. Soil vapors have affected homes mainly in the north end of Hartford.

Pipelines from several different companies run underneath Hartford.

2.2 SITE HISTORY

Complaints dating from the mid-1960s suggest that combustible vapors and petroleum odors were present in homes in Hartford. In the 1970s, an explosion and several fires in Hartford homes were linked to combustible soil vapors. According to residents, three homes on East Watkins Street have had fires in the past.

In the late 1970s, the Illinois Attorney General's office and Illinois EPA required Clark Oil to install a petroleum recovery system. Clark installed three recovery wells in north Hartford to pump petroleum from the ground water. Two of the three recovery wells are currently being tested to see how quickly the petroleum product in the ground can be removed. In the early 1990s, again the Attorney General's office and Illinois EPA required Clark to take action. At that time, Clark installed a vapor recovery system to capture petroleum vapors in the soil before they could reach area basements. This system consisted of 12 wells in the area bounded by Birch Street on the north, Olive Street on the east, Forest Street on the south and Old St. Louis Road on the west. A network of underground pipes connected the boreholes to blowers, creating a vacuum, which drew the vapors out of the ground. The vapors were then piped to a treatment system on the Premcor property. This system has no been significantly expanded throughout most of northern Hartford.

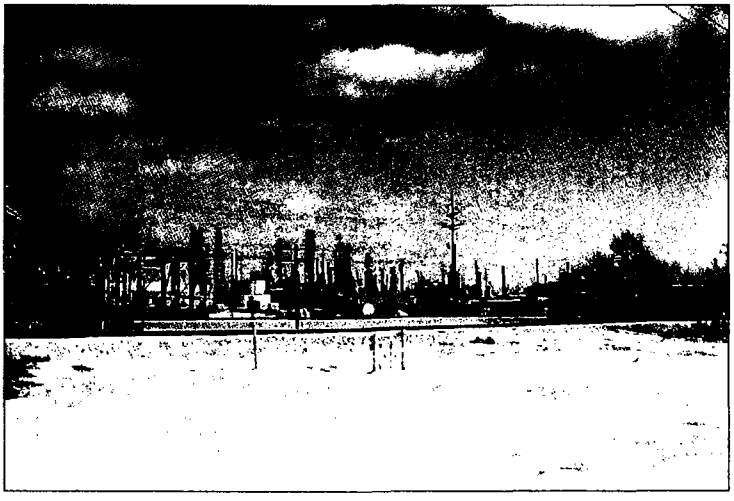
Flooding in the American Bottoms has been a problem for many years. Residents who have lived in Hartford for many years report that they smell vapors in their homes when it rains, when the level of the Mississippi River is high, and when the water table is high. These conditions seem to cause the vapors to get into the basements.

On May 13, 2002, after several weeks of heavy rain, residents of Hartford contacted Illinois Department of Public Health staff. One caller reported that the family was awakened at 12:30 a.m. by strong odors. The family left the home and alerted other neighbors. The residents of several homes along East Watkins Street also reported indoor odors. Readings taken by Illinois EPA emergency response staff in the basements of the six affected homes on May 13 ranged from 10,000 to 11 million **parts per billion** of total VOCs. During the week of May 13, Illinois EPA and IDPH recommended that homes with odors be ventilated and that residents find alternative housing until further investigations determined that levels of VOCs were no longer an acute health hazard.

During the week of May 13, 2002, IDPH staff placed canisters in the basements of four homes along the south side of East Watkins Street and collected 24-hour air samples. The Illinois EPA laboratory in Springfield analyzed the canisters. The residents were ventilating their homes during the sampling. IDPH also collected basement and upstairs air samples during the weeks of May 26 and June 2. While VOC levels had dropped dramatically, one home still had **benzene** present in the basement on May 27 and 28, and on the main floor on June 6 and 7. Another home had benzene present in the basement on June 5 and 6. On the basis of this May 2002 sampling, the chemicals of interest are benzene, **toluene**, **n-hexane**, and other VOCs. Affected homes had basement walls made of cement block.

Although residents returned to their homes in June, IDPH occasionally sampled air in the basements of impacted homes to determine "background" VOC levels. In July two homes were sampled, and in August samples were taken at two homes not previously sampled.

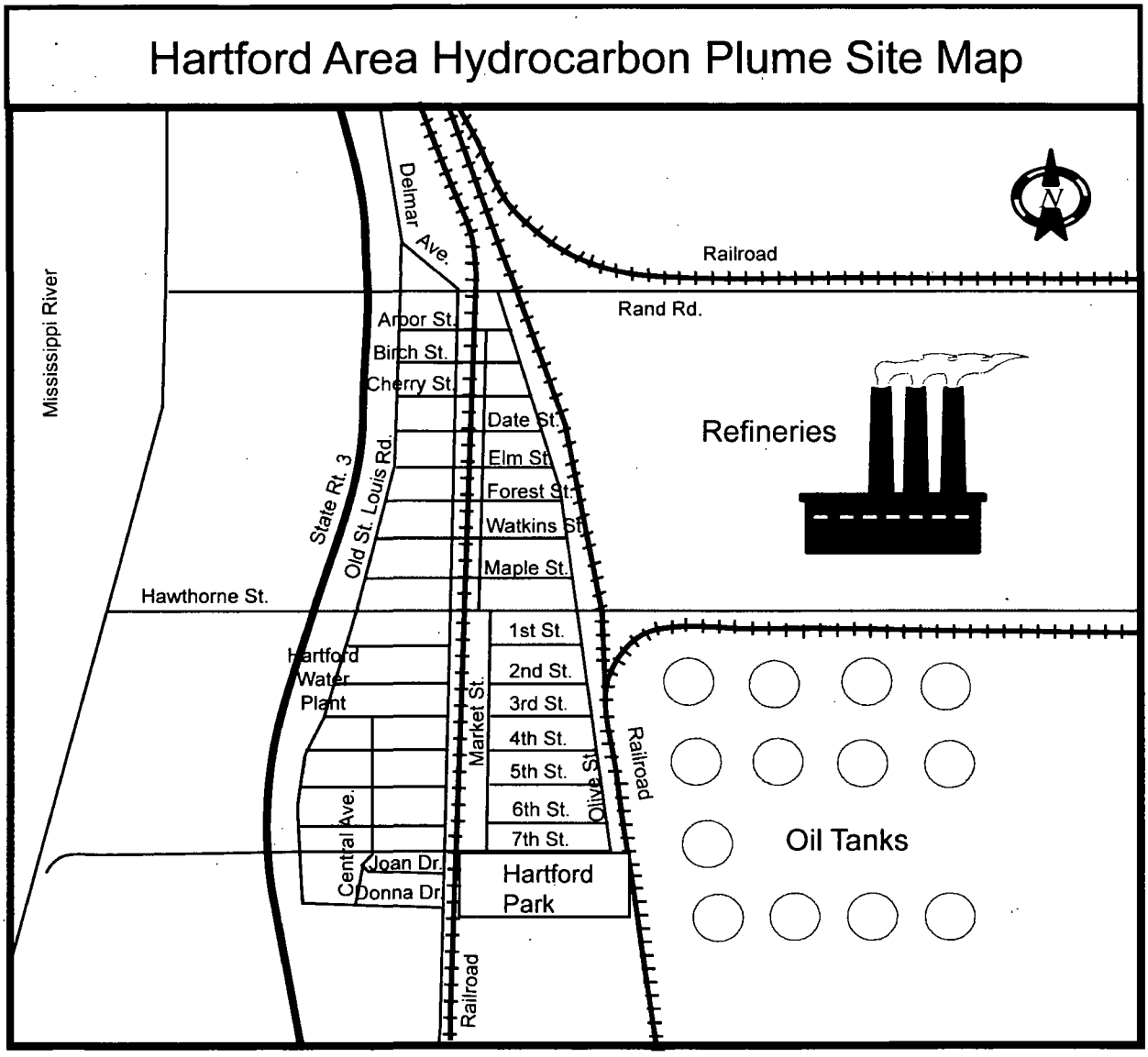
In the spring of 2003, IDPH and Illinois EPA met to plan to collect indoor air samples in selected homes throughout Hartford as funding would allow. In 2004, EPA negotiated an agreement with a group of the oil companies considered potentially responsible for the contamination to make improvements in homes and other buildings to protect people from potentially harmful vapors caused by the releases of refined petroleum products underneath northern Hartford. They further agreed to conduct a thorough investigation of an area-wide vapor removal system and design a way to clean up the contamination under EPA supervision. This group of companies is called the Hartford Working Group. The first response from HWG was to find a way to protect the residents from the vapors in their homes. To date, HWG has conducted assessments of 170 homes to determine what measures should be taken at those homes to protect people from the potential for contaminated vapors to enter there home. Of these homes, 138 have had some sort of protective measures taken. In addition to taking these measures at people's homes, HWG has installed a significantly expanded soil vapor extraction system throughout most of northern Hartford. This system removes and destroys contaminated vapors from the ground. Finally, HWG has also tested a system to remove both liquid petroleum product as well as vapors from the ground.



Refinery just east of Hartford.

Figure 1
Hartford Area Hydrocarbon Plume
Site Location Map

Figure 2
Hartford Area Hydrocarbon Plume
Site Map



3. COMMUNITY BACKGROUND

3.1 COMMUNITY PROFILE

The village of Hartford is a small industrial town located in Madison County, Illinois, approximately 12 miles northeast of St. Louis on the east bank of the Mississippi River. According to the 2000 census, Hartford has a population of 1,545 people with a median age of 38.9 years old. About 67 percent of the households are family households with approximately 41 percent having children under the age of 18. Approximately 10 percent of the family households live below the poverty level. Hartford has a predominantly white population – approximately 99 percent. The percent of people aged 25 years or older who have attained a high school diploma or higher is approximately 77 percent. The percent of people aged 25 years or older who have attained a bachelor's degree or higher is approximately 3 percent. About 80 percent of the employed population aged 16 years or older work for private for-profit companies. The average income is $38,335.

History

In 1910, there were only six homes near present day Hartford. Two main railroads ran through the area (the Big 4 and the Chicago, Peoria and St. Louis); a railroad spur ran from the Mississippi River to transport materials to and from the river; and a transit line, which transported passengers between Alton and St. Louis were all located in the area. A railroad depot and saloon were located between the railroads. In addition, a road that is now known as Old St. Louis Road was the main means of transportation between Wood River and St. Louis. At that time, most of the area was either farms or forested. The farms were prosperous since the soil was fertile and the farmers became known for their potatoes. Ash and elm trees were harvested for lumber and a pecan grove, where people came for picnics, was destroyed in building the levee. Showboats would often pull into land for entertainment. The village was incorporated in 1920 with the first election being held on April 20, 1920.

The village of Hartford is also home to the Lewis and Clark Visitor Center, which opened on December 12, 2002 and is expected to receive approximately 400,000 visitors a year. The center was built to commemorate the beginning point of the Lewis and Clark expedition. The expedition spent five months during the winter of 1803 and 1804 at Camp Dubois, located near present-day Hartford, preparing for their journey.

3.2 CHRONOLOGY OF COMMUNITY INVOLVEMENT

On August 20, 2002, staff from IDPH, Illinois EPA, and the Madison County Health Department, with the support of the village of Hartford, went door-to-door to distribute a questionnaire with a postage-paid return envelope to about 550 addresses in Hartford. Residents were asked to return the questionnaire by September 20, 2002. IDPH received 112 questionnaires and entered the information provided into a database for analysis. On August 22, 2002, IDPH held a public availability session at the Hartford Village Hall to talk with concerned residents and answer questions. About 20 persons attended the session. In September 2002, the IDPH Division of Epidemiological Studies released a cancer incidence report for Hartford. From Oct. 27-29, 2003, EPA representatives met one-on-one with Hartford residents and officials to discuss community issues and concerns regarding the contamination underneath Hartford. From these interviews, EPA developed the original CIP. The original CIP was completed in March 2004.

In March 2004, EPA also published and distributed a fact sheet announcing the signing of an agreement between EPA and Atlantic Richfield Co., Shell Oil Products US, and Premcor Refining Group. In this agreement, the companies agreed to complete a thorough investigation of the pollution and design a way to clean it up. This fact sheet also explained the investigation activities ongoing at the site and included a public comment sheet for residents and officials to comment on the agreement. In March 2004, EPA also held a public meeting and open house to explain the agreement and the investigation. A court reporter took a transcript of the meeting and recorded public comments. In October 2004, EPA published and distributed a fact sheet explaining the protective measures being offered to residents and business owners in Hartford. In 2005, EPA went door-to door ensuring that everyone in the affected area was fully aware of the protective measures offered. EPA officials made sure that everyone either signed up for an assessment or officially declined one. In August 2006, EPA published and distributed a fact sheet to explain the expansion of the SVE system. In November 2007, EPA published and distributed a fact sheet to announce the start up of the expanded SVE system and to explain pilot tests being done to remove the liquid petroleum product as well as vapor.

Representatives of EPA Region 5 will continue to respond to the community's needs by speaking with residents and public officials, holding public meetings, publishing fact sheets and update letters, and by maintaining the Web page and the information repository for the site. The information repository contains site-related documentation, and is available for public review at the Hartford Public Library District. EPA will continue to maintain contact with Hartford officials.

3.3. KEY COMMUNITY COMMENTS AND CONCERNS

On Nov. 13 - 16, 2007, representatives of EPA met one-on-one with residents and officials of Hartford to discuss community issues and concerns regarding the progress of the cleanup of the contamination underneath Hartford. The following is a summary of the major areas of concern raised during those interviews.

3.3.1 Disrupted streets

The biggest concern expressed by everyone interviewed was that the HWG contractors working on the cleanup in Hartford have "created a mess of the streets." The primary issue raised with regard to the streets was that the contractors have left the streets unlevel. This has caused a lot of wear and tear on area cars and the city has very serious concerns about what the raised covers will do to the snowplows in the winter. Most people understood that the road patching was only meant to be temporary, but said that even with it being a temporary fix, there is no reason for it to be this bad. Additional concerns expressed about the streets includes that some of the metal plates placed over the holes are not secure and therefore rattle and make noise when a car runs over them. Several people also mentioned that the contractors have caused cracks in the curbs.

3.3.2 Stigma/ Property values/Loss of potential development/

Virtually everyone interviewed expressed concern that the whole village has suffered from the stigma attached with the contamination. Everyone interviewed spoke of the stigma that they said that they believe is now attached to the entire village. They expressed concern that the contamination has affected not only those homes in the "affected" area, it has made it difficult for anyone to sell their home in Hartford. People from outside of Hartford do not distinguish between the different parts of the town. Virtually everyone agreed that the contamination has affected property values. Some people explained that people have also been unable to get loans to buy a house in the community causing homeowners to lose potential buyers. One individual said that the contamination and the mess involved in the cleanup has been a "total ruination for that end of town." He said that, because it is such a mess, some of the people living there do not make an effort to fix up their houses and it is getting worse all of the time. This has added to the lowering of property values.

Village officials explained that the contamination has really affected their efforts to grow the community. They stated that there was no way of knowing how much has been lost due to the loss of potential development. Banks would not give loans to businesses, so that potential investment in the community was lost.

3.3.3 Financial compensation

Most people interviewed stated that they felt that the village and its residents deserve some sort of financial compensation from the loss of potential development, loss of property values, and the enormous amount of inconvenience and potential health risks endured by the residents over the past 40 years.

3.3.4 Dust suppression

Many people complained about the dust during the ongoing work in the village saying that the dust suppression was essentially "non-existent." People said that whatever efforts the contractors made simply did not work. Several people stated that the contractors did nothing to suppress the dust and that was not acceptable. They said that they could not open their windows and on the hot summer days, that was extremely difficult. Furthermore, the dust caused their houses, cars, fences, and pools to be a continual a mess. They said that they should have at least been told ahead of time if the contractors were not going to be able to do anything to suppress the dust. That way, they could take measures to protect their property and make arrangements to stay elsewhere if possible.

Residents also said that the car wash coupon program was a "joke." They said that the people that needed the coupons did not get them while people on the south side of the town were getting them. They further explained that one or two car washes could not possibly make up for the constant dust.

3.3.5 Discourteous HWG contractors

Unfortunately, a number of people interviewed complained about the impoliteness some of the contractors hired by HWG. Residents stated that the workers made them feel like they were in the way of the contractors when the resident was trying to get in and out of their home or get around town. Residents said that the contractors had an "attitude" when talking to them. They further said that the contractors would block roads and fill up the streets with their trucks, leaving no room for residents. They also said that the workers would make noise pulling into the neighborhoods between 7 and 7:30 a.m. although they were not supposed to start working until 8 a.m. One individual interviewed talked about residents that work nights coming home at 4 a.m. and being woke up at 7 a.m. to the sound of trucks or being asked to move their car. The residents stated that they felt that politeness and common courtesy would go a long way and that the contractors need to remember that they were hired by the companies considered potentially responsible for the contamination. It is important to note however that a few people said that they had seen some recent improvement in the courteousness of the contractors.

3.3.6 Lack of communication

Several people interviewed said that they did not feel they were kept informed on a day-to-day basis when the contractors were working around their home or business. They stated that they were usually informed before work began in their area, however, as the work continued, the contractors failed to inform them when the timeframe would be extended or if the type of work had changed. While they said that they understood that plans change, they said that they felt strongly that they need to be informed if the work is going to take longer or be something different than they were originally told. One individual gave us an example saying that they were informed that the work in their area would take a week and that the contractors were digging up their neighborhood for four weeks and never came back to them to explain what was going on. And then, the contractors just left without saying anything.

3.3.7 Health concerns

Because of the installation of so many home vapor extraction systems as well as the significantly expanded soil vapor extraction system, many people were not nearly as concerned about health risks as they were in 2003. However, some people did say that they were still concerned about their health and the health of their children. They expressed concern about any potential long-term health effects from exposure to the vapors in the past. They further explained that they were still concerned that the vapors may still cause fires or explosions, especially if water levels rise.

3.3.8 Liquid product removal

Many of the people interviewed stated that they felt it was very important that every effort be made to remove the liquid product. They said that while they understood that it was the vapors that posed the most direct threat (either through breathing them or from the potential for fires or explosions), the liquid product is the original source of the vapors. They stated that the felt that, until the source in removed, there will always be more vapors produced. Many people also understood that removing the liquid would be difficult, but did not think that should matter. They said that they did not put the liquid product in the ground and that they should no have to live with it. They said that they had suffered enough and that every effort should be made to get as much liquid product out as possible.

3.3.9 Maintaining the systems

Several people interviewed stated that they felt it was very important that the systems are all maintained for years to come. They said that they were aware of the maintenance issues surrounding the SVE system that had been installed in the early 1990s. They noted that while that system worked in the beginning, it became dysfunctional due to the lack of maintenance.

3.3.10 Sewer damage

Several people interviewed said that they were concerned that the sewers had been damaged during the ongoing cleanup work in the village. A couple of people interviewed requested that HWG be required to re-video all of the sewers once the work is done in order to determine the amount of damage done. Because the village videotaped the sewers before the work began, they said that they believed that they would be able to show the damage caused by the cleanup work. Village officials said that either HWG should fix the damage to the sewers or that HWG should have to compensate the village for the damage.

3.3.11 Underground piping problems

A few people interviewed stated that they felt that the HWG contractors had made a real mess of the piping underground. They said that the contractors have left the old piping in place thereby making it virtually impossible for the village to fix a water leak. One of these individuals questioned why the contractors did not use the alleys to install the SVE piping instead of the streets.

3.3.12 Happy with in-home systems

Everyone interviewed that had a home ventilation system installed stated that they were very happy with the system. They said that the system was effective and that HWG was good to work with. One said that the system was "a life saver!"

3.3.13 Cautiously optimistic

Some of the village officials interviewed stated that they were cautiously optimistic about the cleanup in the village. They said that they have received fewer complaints from residents, but that they have not had the heavy rains yet. They said that the real test of the systems will come when the heavy rains come.

3.3.14 Local EPA contractor helpful

Many of the residents interviewed stated that they found having an EPA contractor as a local contact was very helpful. They said that he has been able to give them a voice and help address the issues that have arisen during the installation of the various cleanup systems. Many residents stated that this individual has made the process go more smoothly than it might have otherwise. They realize that this individual spent much of his time working in Hartford and is there almost daily.

3.3.15 Hope

One individual interviewed stated that because the cleanup work is being done, he finally, after 40 years, has hope. He said that up until now he had had no hope, that no one had helped them, and it was very disillusioning. But now he has hope and he is grateful. He just wanted to say thank you to EPA and asked that the agency not leave until the job is done.

4. HIGHLIGHTS OF THE COMMUNITY INVOLVEMENT PROGRAM

Community involvement objectives and activities have been developed to encourage public participation during upcoming activities at the site. They are intended to ensure that residents and interested officials are informed about activities taking place at the Hartford Area Hydrocarbon Plume site and, at appropriate times, have opportunities to provide input during the cleanup process. To be effective, the community involvement program must be formulated according to the community's need for information, and its interest and willingness to participate in the process.

The following objectives have been developed as a guideline for the implementation of community involvement activities.

4.1 ENLIST THE SUPPORT AND PARTICIPATION OF LOCAL OFFICIALS AND COMMUNITY LEADERS

Village officials and community leaders provide an invaluable resource in EPA's effort to understand and monitor community concerns. Local officials' and community leaders' frequent contact with residents provides direct lines of communication, in which questions and concerns may be addressed or referred to EPA. It is essential that local officials be informed of site activities, plans, findings, and developments. Appropriate officials and community leaders to keep informed and involved include individuals listed in Appendix C of this CIP.

4.2 IDENTIFY AND ASSESS CITIZEN PERCEPTION OF THE SITE

Information regarding citizen concern and perception of the site is indispensable. As of the publication of this document, the primary concerns are: the mess of the streets; stigma/ property values/loss of potential development; financial compensation; dust suppression; discourteous HWG contractors; lack of communication; health concerns; liquid product removal; maintaining the systems; sewer damage; and underground piping problems. Understanding these concerns will help EPA focus the level of effort for community involvement at the site. Background information and the direction of local concern will determine those activities that best meet the community's needs.

4.3 PROVIDE FOLLOW-UP EXPLANATIONS ABOUT TECHNICAL ACTIVITIES AND CONTAMINANTS

Concise, easily understood, and timely information should be available to area residents concerning the schedule of technical activities, their purpose, and their outcome. A written, basic description and discussion of hydrocarbons should be provided so that residents understand possible threats to the public. The community involvement staff should also attempt to identify special situations or concerns where more specialized information is desired by individuals or groups. Finally, to ensure that inquiries from the community are handled efficiently and consistently, EPA should continue to maintain a single point of contact.

4.4 INFORM THE COMMUNITY ABOUT THE PROCEDURES, POLICIES, AND REQUIREMENTS OF THE EMERGENCY RESPONSE AND REMOVAL PROGRAM

Many individuals interviewed regarding the Hartford Area Hydrocarbon Plume site did not fully understand EPA's Emergency Response and Removal program. To dispel possible confusion about EPA's purpose and responsibilities at the site, an effort should be made to circulate basic information to the community describing the process. EPA terms, acronyms, policies, and procedures should also be explained as site activities progress.

As the cleanup process progresses, it will also be worthwhile to evaluate the effectiveness of the community involvement activities in providing information to residents and encouraging citizen participation.

5. COMMUNITY INVOLVEMENT TECHNIQUES

U.S. laws and EPA policy require that certain community involvement activities be conducted at designated milestones during the cleanup process. In addition, EPA Region 5 undertakes other activities to strengthen its communication with those affected by the contamination. A member of the EPA Region 5 community involvement staff has been designated to respond directly to media and public inquiries regarding site activities. Activities that will be conducted during the cleanup of the contamination are described below.

5.1 MAINTAIN CONTACT WITH LOCAL OFFICIALS, COMMUNITY LEADERS AND RESIDENTS

The process of community interviews has already established an initial communications link between the community and EPA. Furthermore, the community involvement coordinator for the site has been designated by EPA as a contact person (See Appendix C – EPA Representatives). Access to a contact person reduces the frustration that may accompany attempts to obtain information and communicate with the several agencies and organizations involved in the cleanup. The community involvement coordinator will continue to maintain contact with the appropriate local officials and community leaders to provide them the opportunity to address any issues that may arise during the cleanup at the site.

5.2 PROVIDE SITE AND EPA EMERGENCY RESPONSE AND REMOVAL PROGRAM INFORMATION ON THE INTERNET

Many of the persons interviewed have access to and are accustomed to using the Internet. Residents, local officials, and community leaders are receptive to the role of EPA in resolving problems at the Hartford Area Hydrocarbon Plume Site. The nature and extent of the cleanup process and the roles of the various participants in the process, such as the government agencies, the companies involved in the cleanup, contractors, and other personnel should be explained.

Information on EPA's Emergency Response and Removal Program will be provided. An explanation of the program will be provided at public meetings and information on the emergency response program will be placed in the information repository at the Hartford Public Library District in Hartford. (See Appendix B of this plan for the library location and hours.) Information on the Emergency Response and Removal Program and the site will also be provided on the following EPA Web sites:

www.epa.gov/region5/sites/hartford/

http://epaosc.net/hartfordarea

5.3 MAINTAIN AN INFORMATION REPOSITORY

EPA policy requires the establishment of an information repository for any site where EPA cleanup activities are being conducted. An information repository is a designated location (usually a library or other public building), which houses a file of site-specific documents and general information about EPA programs. A site file found in an information repository typically includes legal documents, work plans, technical reports, and copies of laws that are applicable and relevant to activities at the site. Establishment of an information repository makes the site-related information more accessible to the public. EPA has established a repository in Hartford. Its location is listed in Appendix B of this CIP. Many documents, plans, and other finalized written materials generated during the investigation and cleanup will be placed in the repository. EPA will notify community groups, village officials, and interested citizens on the mailing list of its location.

5.4 WRITE AND DISTRIBUTE NEWS RELEASES

Prepared statements will be released to local newspapers, and radio and television stations to announce any significant findings at the site during the cleanup, and to notify the community of any public meetings. Additional news releases are advisable at the completion of the cleanup. The news releases should be mailed to the media list in Appendix C and placed in the site file at the information repository. News releases may also be posted on EPA Region 5's Web page at: www.epa.gov/region5/news/.

5.5 PREPARE AND DISTRIBUTE FACT SHEETS OR UPDATE REPORTS

Fact sheets and update reports, written in non-technical language and produced to coincide with particular milestones during the cleanup process, are intended to provide the community with detailed information about the site. These will be placed in the information repository and sent to all parties on the mailing list. In addition, other fact sheets or update reports may be developed to respond to specific community information needs. Information may also be placed on EPA Region 5's Web page at: www.epa.gov/region5/sites/hartford/.

5.6 HOLD PUBLIC MEETINGS

A public meeting provides an opportunity for EPA to present specific information and a proposed course of action. EPA staff is available to provide information and answer questions. A public meeting is not necessarily a formal public hearing where testimony is received. Instead it

might be a meeting to exchange information or comments. Public meetings provide community members with an opportunity to express their concerns to and ask questions of the EPA, state, or local government officials. In addition, EPA holds informal open-house style meetings, called availability sessions, where residents can meet EPA experts one-on-one to discuss the activities at the site. Public meetings or informal availability sessions may be held at various times throughout the cleanup process. Scheduling meetings should remain flexible to account for technical milestones and public interest. Upcoming milestones that may warrant an information session or public meeting include an announcement that an agreement has been reached between EPA and the companies considered potentially responsible for the contamination and the start of the next phase of the cleanup.

5.7 PUBLISH NOTICES OR NEWSPAPER ADVERTISEMENTS

A public notice may be placed if significant findings are made during the cleanup at the site or upon completion of the cleanup. Notices or newspaper advertisements also will be published to announce all public meetings sponsored by EPA.

5.8 ASSIST IN THE DEVELOPMENT AND ACTIVITIES OF A COMMUNITY ADVISORY GROUP

One of the ways communities can participate in site cleanup decisions is by forming a **community advisory group**. A community advisory group is made up of representatives of diverse community interests. Its purpose is to provide a public forum for community members to present and discuss their needs and concerns related to the Superfund decision-making process. Community advisory groups offer EPA a unique opportunity to hear – and respond to – community preferences for site cleanup activities. The existence of a community advisory group also does not eliminate the need for EPA to keep the general community informed about plans and decisions throughout the Superfund process. The community, with EPA's assistance, establishes a community advisory group for a Superfund site. EPA will always help residents form a CAG if there is sufficient interest.

6. SCHEDULE AND TIMELINE

Figure 3
Timeframe for Community Involvement Activities

Community Involvement Activities	Timeframe
1. Maintain contact with local officials and community leaders	Ongoing
2. Maintain contact with area residents	As needed
3. Provide site and Superfund information on the Internet	Ongoing
4. Maintain information repositories	As needed
5. Write and distribute news releases	Currently in operation
6. Prepare and distribute fact sheets or update reports	As needed
7. Hold public meetings	As needed
8. Public notices or newspaper advertisements	As needed
9. Assist in the development and activities of a community advisory group	As needed
10. Program evaluation	As needed

APPENDIX A

GLOSSARY

Benzene

A volatile organic chemical produced as a by-product of coal tar distillation, coal processing and coal coking. It is also widely used in the chemical and drug industries as a solvent, in motor fuels as an octane booster and in the manufacture of many chemicals and rubber. A known cause of cancer, it is toxic by ingestion, inhalation or absorption. Long-term overexposure may cause leukemia, some types of cancer, and a type of anemia called aplastic anemia.

Community Involvement Plan

A plan that outlines specific community involvement activities that occur during the investigation and cleanup at the site. The CIP outlines how EPA will keep the public informed of work at the site and the ways in which citizens can review and comment on decisions that may affect the final actions at the site. The document is available in the site's information repository maintained by EPA. The CIP may be modified as necessary to respond to changes in community concerns, information needs and activities. This document is a revised CIP. The original CIP was completed in March 2004.

N-Hexane

A colorless, volatile chemical made from crude oil with a mild, gasoline-like odor. It is highly flammable, and its vapors can be explosive. Pure *n*-hexane is used in laboratories. Most of the *n*-hexane used in industry is mixed with similar chemicals called solvents. The major use for solvents containing *n*-hexane is to extract vegetable oils from crops such as soybeans. These solvents are also used as cleaning agents in the printing, textile, furniture and shoemaking industries. Certain kinds of special glues used in the roofing and shoe and leather industries also contain *n*-hexane. Several consumer products contain *n*-hexane, such as gasoline, quick-drying glues used in various hobbies, and rubber cement. Short-term overexposure to n-hexane may cause dizziness, confusion, nausea, headache, and irritation of the eyes, nose, throat and skin. Long-term overexposure can cause numbness in the feet and hands followed by muscle weakness in the feet and lower legs.

Parts Per Billion
Expressed as ppb, it is a very small unit of measurement. The term means one part in a billion parts.

Toluene

A clear volatile liquid with a sweet, pungent odor that is used in the manufacture of other chemicals, dyes and explosives. Toluene is used as a solvent for paints and coatings and is in automobile and aviation fuels. It can be toxic by ingestion, inhalation or skin absorption. Skin or eye contact may cause irritation and drying of tissue. Overexposure may result in central nervous system depression, drowsiness or fainting.

Volatile Organic Compounds

A group of organic compounds that are used in various industrial applications, such as solvents, degreasers, paints, thinners, and fuels, which evaporate very rapidly when exposed to air. Due to this tendency, VOCs disappear more rapidly from surface water than ground water. Since ground water does not usually come into contact with air. VOCs are not easily released and can be present for many years in the ground water used for drinking water. When present in drinking water, VOCs may pose a potential threat to human health. Also known as volatile organics or volatiles.

APPENDIX B

INFORMATION REPOSITORY AND PUBLIC MEETING LOCATIONS

B.1 INFORMATION REPOSITORY

The information repository for the Hartford Area Hydrocarbon Plume Site is available for public review at the following location and hours:

Hartford Public Library District
143 W. Hawthorne
Hartford, IL 62048

(618) 254-9394

Hours:

Monday – Thursday	12 noon – 6 p.m.
Friday & Saturday	12 noon – 4 p.m.
Sunday	Closed

Site-specific documents as well as general information about EPA programs can be found in the Hartford Public Library.

B.2 PUBLIC MEETING FACILITIES

Community Center
715 N. Delmar Ave.
Harford, IL 62048

Capacity: 200 people

Cost: No Charge

Contact: Joyce Brawley: (618) 251-2681 Ext. 10
Fax: (618) 251-2682

Harford Village Hall
140 W. Hawthorne
Harford, IL 62048

Capacity: 100 people

Cost: No charge

Contact: Deanna Barnes (618) 251-2681 Ext. 15
Fax: (618) 251-2682

APPENDIX C

LIST OF CONTACTS

C.1 FEDERAL ELECTED OFFICIALS

Senator Richard J. Durbin
309 Hart Senate Office Building
Washington D.C. 20510
(202) 224–2152
Fax: (202) 228-0400
E-mail: durbin.senate.gov/contact.cfm

District Office
230 S. Dearborn St., 38th Floor
Chicago, IL 60604
(312) 353-4952
Fax: (312) 353-0150

Senator Barack Obama
713 Hart Senate Office Building
Washington, D.C. 20510
(202) 224-2854
Fax: (202) 228-4260
E-mail:obama.senate.gov/contact

District Office
230 S. Dearborn St., 39th Floor
Chicago, IL 60604
(312) 886-3506
Fax: (312) 886-3514

Representative Jerry F. Costello
2408 Rayburn House Office Building
Washington, D.C. 20515
(202) 225-5661
Fax: (202) 225-0285

District Office
2060 Delmar Ave., Suite B
Granite City, IL 62040
(618) 451-7065
Fax: (618) 451-2126

C.2 STATE ELECTED OFFICIALS

Governor Rod R. Blagojevich
Office of the Governor
207 Statehouse
Springfield, IL 62706
(217) 782-0244
Fax: (217) 524-4049

Lieutenant Governor Pat Quinn
214 State House
Springfield, IL 62706
(217) 782-7884
Fax: (217) 524-6262

Attorney General Lisa Madigan
500 S. Second St.
Springfield, IL 62706
(217) 782-1090
Fax: (217) 782-7046

Senator William R. Haine
121C Capitol Building
Springfield, IL 62706
(217) 782-5247
Fax: (217) 782-5340

District Office
307 Henry, Suite 210
Alton, IL 62002
(618) 465-4764
Fax: (618) 465-4816

Representative Daniel Beiser
281-S Stratton Office Building
Springfield, IL 62706
(217) 782-5996
Fax: (217) 558-0493

District Office
528 Henry St.
Alton, IL 62002
(618) 465-5900
Fax: (618) 465-5150

C.3 LOCAL OFFICIALS

C.3.1 Madison County

Barbara A. Overton, Board Member
P.O. Box 279
207 Melrose Ave.
South Roxana, IL 62087
(618) 254-8187
Fax: (618) 931-1110
E-mail:coboard@co.madison.il.us

C.3.2 Village of Harford

Bill Moore, Mayor
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 36
Fax: (618) 251-2682

Deanna Barnes, Projects Manager
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 15
Fax: (618) 251-2682
E-mail:dbarnes@hartfordillinois.net

Sherry Smith, Clerk
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 14
Fax: (618) 251-2682

Doug Preston, Public Works
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 38
Fax: (618) 251-2682

Joyce Brawley, Water Clerk
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 10
Fax: (618) 251-2682

Sue Budde, Treasurer
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 19
Fax: (618) 251-2682

Lt. John Grigg, Police Dept. Ranking Officer
140 W. Hawthorne
Hartford, IL 62048
(618) 254-4391 Ext. 29
Fax: (618) 251-2682

Marilyn Prickett, Police Clerk
140 W. Hawthorne
Hartford, IL 62048
(618) 251-2681 Ext. 13
Fax: (618) 251-2682

Ron Cobine, Fire Chief
140 W. Hawthorne
Hartford, IL 62048
(618) 254-4391 Ext. 16
Fax: (618) 251-2682

Board of Trustees
Bernell Caldwell
Bob Cheatham
Bob Dannenberg
Donald Jacoby
Jim Spann
Robert Waterman

Correspondence for the Board of Trustees should be directed to the village offices.

C.4 EPA REPRESENTATIVES

Mike Joyce
Community Involvement Coordinator
Office of Public Affairs (P-19J)
EPA Region 5
77 W. Jackson Blvd.
Chicago, IL 60604-3590
(312) 353-5546 or
(800) 621-8431 Ext. 35546
Fax: (312) 353-1155
E-mail: joyce.mike@epa.gov

Steve Faryan
On Scene Coordinator
Emergency Response Branch
Office of Superfund (SR-6J)
EPA Region 5
77 W. Jackson Blvd.
Chicago, IL 60604-3590
(312) 353-9351 or
(800) 621-8431 Ext. 39351
Fax: (312) 886-4071
E-mail: faryan.steve@epa.gov

Kevin Turner
On Scene Coordinator
Emergency Response Branch
Office of Superfund
EPA Region 5
8588 Rt. 148
Marion, IL 62959

(618) 997-0115 or
Fax: (618) 998-0425
E-mail: turner.kevin@epa.gov

Brian Barwick
Associate Regional Counsel
Office of Regional Counsel (C-14J)
EPA Region 5
77 W. Jackson Blvd.
Chicago, IL 60604-3590

(312) 886-6620 or
(800) 621-8431 Ext. 66620
Fax: (312) 886-0747
E-mail:barwick.brian@epa.gov

C.5 ILLINOIS EPA REPRESENTATIVES

Mara McGinnis
Community Relations Coordinator
Office of Community Relations
Illinois EPA
1021 N. Grand Ave. East
Springfield, IL 62704-9276

(217) 524-3288
Fax: (217) 785-7725
E-mail:mara.mcginnis@illinois.gov

Chris Cahnovsky
Manager
Collinsville Regional Office
Illinois EPA
2009 Mall St.
Collinsville, IL 62234

(618) 346-5120
Fax: (618) 346-5155
E-mail:chris.cahnovsky@illinois.gov

C.6 ILLINOIS DEPARTMENT OF PUBLIC HEALTH REPRESENTATIVES

Dave Webb
Environmental Toxicologist
Illinois Department of Public Health
Edwardsville Regional Office
22 Kettle River Drive
Glen Carbon, IL 62034

(618) 656-6680
Fax: (618) 656-5863
E-mail:dwebb@illinois.gov

C.7 MEDIA

C.7.1 NEWSPAPER

St. Louis American (weekly)
4242 Lindell Blvd.
St. Louis, MO 63108
(314) 533-8000
(314) 533-2332 (Fax)

St. Louis Post-Dispatch (daily)
900 N. Tucker Blvd.
St. Louis, MO 63101
(314) 340-8000
(314) 340-3050 (Fax)

The Telegraph (daily)
P.O. Box 278
Alton, IL 62002
(618) 463-2550
(618) 463-0951 (Fax)

Advantage (weekly)
P.O. Box 8003
Alton, IL 62002
(618) 463-0612
(618) 463-0733 (Fax)

Edwardsville Intelligencer (daily)
117 N. Second St.
Edwardsville, IL 62025
(618) 656-4700, ext. 27
(618) 656-7618 (Fax)

Belleville News-Democrat (daily)
120 S. Illinois St.
Belleville, IL 62220-2130
(618) 234-1000
(618) 235-0556 (Fax)

C.7.2 TELEVISION

KDNL (ABC)
1215 Cole St.
St. Louis, MO 63106
(314) 436-3030
No local programming

KMOV (CBS)
One Memorial Dr.
St. Louis, MO 63102
(314) 621-4444
(314) 621-4775 (Fax)

KSDK (NBC)
1000 Market St.
St. Louis, MO 63101
(314) 421-5055
(314) 444-5164 (Fax)

KETC (PBS)
Dana Brown
Communications Center
3655 Olive St.
St. Louis, MO 63108-6915
(314) 512-9000
(314) 512-9005 (Fax)

KDHX (TV 21 & 22)
625 N. Euclid, Suite 100
St. Louis, MO 63108
(314) 361-8870
(314) 361-6833 (Fax)

C.7.3 RADIO

KDHX – FM 88.1
3504 Magnolia
St. Louis, MO 63118
(314) 664-3955
(314) 664-1020 (Fax)

WSIE – FM 88.7
WSIE Jazz Public Radio
Box 1773
Southern Illinois University – Edwardsville
Edwardsville, IL 62026-1773
(618) 650-2941
(618) 650-2233 (Fax)

WCBW- FM 89.7
1411 Locust St.
St. Louis, MO 63103
(314) 421-3020
(618) 436-2434 (Fax)

KWMU – FM 90.7
One University Blvd.
St. Louis, MO 63121
(314) 516-5968
(314) 516-6397 (Fax)

KSIV – FM 91.5
1750 S. Brentwood Blvd., Suite 811
St. Louis, MO 63144
(314) 961-1320
(314) 961-7562 (Fax)

WIL – FM 92.3
11647 Olive Blvd.
St. Louis, MO 63141
(314) 983-6000
(314) 994-9421 (Fax)

KSD - FM 93.7
1001 Highlands Plaza Dr. West
St. Louis, MO 63110
(314) 969-BULL
(314) 425-0937 (Fax)

KSHE – FM 94.7
800 St. Louis Union Station
The Powerhouse
St. Louis, MO 63103
(314) 621-0095
(314) 621-3000 (Fax)

KIHT – FM 96.3 800 St. Louis Union Station The Powerhouse St. Louis, MO 63103	(314) 621-4106 (314) 621-3000 (Fax)
KFTK – FM 97.1 800 St. Louis Union Station The Powerhouse St. Louis, MO 63103	(314) 231-9710 (314) 621-3000 (Fax)
KYKY – FM 98.1 3100 Market St. St. Louis, MO 63103	(314) 969-9898 (314) 931-9855 (Fax)
KFUO – FM 99.1 85 Founders Lane St. Louis, MO 63105	(314) 725-0099 (314) 725-3801 (Fax)
KATZ – FM 100.3 1001 Highlands Plaza Dr. West St. Louis, MO 63110	(314) 969-1000 (314) 692-5134 (Fax)
WVRV – FM 101.1 WVRV Business Office 11647 Olive Blvd. St. Louis, MO 63141	(314) 983-6000 (314) 994-9447 (Fax)
KEZK – FM 102.5 3100 Market St. St. Louis, MO 63103	(314) 969-1025 (314) 969-7638 (Fax)
KLOU – FM 103.3 1001 Highlands Plaza Dr. West St. Louis, MO 63110	(314) 533-1033 (314) 425-0937 (Fax)
KMJM – FM 104.9 1001 Highlands Plaza Dr. West St. Louis, MO 63110	(314) 333-8000 (314) 692-5123 (Fax)
KPNT – FM 105.7 800 St. Louis Union Station St. Louis, MO 63103	(314) 231-1057 (314) 621-3000 (Fax)
WSSM – FM 106.5 11647 Olive Blvd. St. Louis, MO 63141	(314) 983-6000 (314) 994-9447 (Fax)

KSLZ – FM 107.7 1001 Highlands Plaza Dr. West St. Louis, MO 63110	(314) 969-1077 (314) 969-FAXX (Fax)
KTRS – AM 550 638 W. Port Plaza St. Louis, MO 63146	(314) 453-5500 (314) 453-9704 (Fax)
KFNS – AM 590 8045 Big Bend Blvd. St. Louis, MO 63119	(314) 962-0590 (314) 962-7576 (Fax)
WEW – AM 770 2740 Hampton Ave. St. Louis, MO 63139	(314) 781-9397 (314) 781-8545 (Fax)
KFUO – AM 850 85 Founders Lane St. Louis, MO 63105	(314) 725-3030 (314) 725-2538 (Fax)
WCBW – AM 880 1411 Locust St. St. Louis, MO 63103	(314) 421-3020 (618) 654-6333 (Fax)
WGNU – AM 920 265 N. Union Blvd. St. Louis, MO 63108	(314) 454-6660 (314) 454-6609 (Fax)
KRFT – AM 1190 8045 Big Bend Blvd. St. Louis, MO 63119	(314) 962-0590 (314) 962-7576 (Fax)
KSIV – AM 1320 1750 S. Brentwood Blvd., Suite 811 St. Louis, MO 63144	(314) 961-1320 (314) 961-7562 (Fax)
WRTH – AM 1430 Real Oldies 1430 Studio 11647 Olive Blvd. St. Louis, MO 63141	(314) 983-6000 (314) 994-9447 (Fax)
KIRL – AM 1460 3713 Highway 94 North St. Charles, MO 63366	(636) 946-6600 (636) 946-6662 (Fax)

WESL - AM 1490 149 S. Eighth St. East St. Louis, IL 62201	(618) 271-7687 (618) 875-4315 (Fax)
WDID - AM 1510 1411 Locust St. St. Louis, MO 63103	(314) 421-3020 (618) 654-6333 (Fax)
WBGZ – AM 1570 P.O. Box 615 Alton, IL 62002	(618) 465-3535 (618) 465-3546 (Fax)

APPENDIX D

COMMUNITY INTERVIEW QUESTIONS

Community Interview Questions
Hartford, Illinois

November 13-15, 2007

1. How has the contamination and/or cleanup impacted you as a resident? As a business owner?
2. What concerns do you have about the contamination and/or cleanup? (For example, health, property values, contamination, environmental, timing and cost, and future development.)
3. Are you aware of any concerns anyone else might have?
4. When did you first become aware of the contamination?
5. Have you felt you have been kept informed of the cleanup?
6. How or where have you received most of your information about the contamination and/or cleanup?
7. Have you been receiving the EPA fact sheets or updates? If so, were they understandable? Did they give you the type of information you wanted? If not, what was lacking?
8. How can EPA best provide you with information concerning the investigation into and/or cleanup of the contamination? (For example: fact sheets/update mailings, public meetings, public notices [ads], press releases, etc.)
9. How frequently do you want to receive information?
10. What radio/TV stations and newspapers do you think most people listen to/watch/read?
11. Do you look up site information on the EPA Web sites?
12. Do you have an e-mail address that you would like to give us so that we may contact you that way?
13. How would you describe the media coverage about the contamination? Light? Medium? Heavy? How accurate do you think the coverage has been?
14. Do you ever go to the public library to look at information about the investigation and cleanup? (Were you aware that the information was in the library?)

15. Have you attended any of the public meetings? If so, was the information presented understandable? Were the timings convenient? How about the location?

16. Have you called anyone regarding any problems associated with the contamination and/or cleanup? If so, whom did you call? Did they refer you to someone else? If so, whom?

17. Who would you most likely call regarding your concerns about the cleanup?

18. How do you perceive U.S. EPA? Illinois EPA? Your local environmental regulatory agencies?

19. Have you ever contacted any of the oil companies about any concerns or complaints? If so, were they responsive? Unresponsive?

20. Is there anyone else that you might recommend we interview? Include on the mailing list?

For Officials:

21. Has anyone contacted you regarding any problems associated with the contamination and/or cleanup? If so, were you able to help them? Did you refer them to someone else? If so, whom?

22. Who do you think people would most likely call regarding their concerns about the contamination and/or cleanup?